


**EMPLOYER CUSTOMER INQUIRY  
PERFORMANCE MEASURES SUMMARY  
1st Quarter 2008-09**

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**STRATEGIC GOAL**

*V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.*

Measure	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09
% of respondents satisfied with phone agent service.				

**STRATEGIC GOAL**

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*

Measure	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09
% of telephone calls closed at initial point of contact.				
The length of time the customer waits for an agent after leaving the IVR and entering the queue.				
% of telephone calls offered that are answered.	